



CENTERS FOR MEDICARE & MEDICAID SERVICES



Quick Facts for People with Medicare who are affected by **Hurricane Katrina**

Medicare is here for you. We are making every effort to ensure that you can get the Medicare-covered health care services, equipment, and supplies you need during this difficult time. If your questions aren't answered below, please call 1-800-MEDICARE (1-800-633-4227).

I need medical care. What do I do?

During this crisis, many people, including doctors, nurses and other health care providers are displaced, but you can still get Medicare-covered medical care.

- If you get your health care from the Original Medicare Plan (you use your red, white and blue Medicare card), you can go to any doctor or hospital for needed health care.
- If you get your health care from a Medicare Advantage Plan (like an HMO or PPO) or other Medicare Health Plan, and need non-emergency services, contact your plan and see if they can arrange for the care you need through the plan. If you can't contact your plan, or if you can't get Medicare-covered health care through your plan, your medically-necessary Medicare-covered services and supplies will still be covered.
 - If you will be out of the service area of your plan more than 6 months, contact your plan to see if they will extend your coverage. If the plan can't extend your coverage, see your plan options below.
 - If you don't expect to return to the service area of your plan, or if your plan can't extend your coverage, you will need to either
 - switch to another Medicare health plan in the area you are now living, or
 - return to the Original Medicare Plan. You may be able to buy a Medigap (Medicare supplement insurance) policy available in your area to help pay the costs not covered by the Original Medicare Plan.



I lost my medical records, Medicare card, or Medicare health plan membership card. What do I do?

We understand that medical records may have been lost, as well as personal identification information such as Medicare and health plan membership cards. Due to this crisis, health care providers can provide services, equipment, and supplies to you even without this information.

- To replace a lost or damaged Medicare card, go to www.socialsecurity.gov on the web. Or, you can call the Social Security Administration at 1-800-772-1213. TTY users should call 1-800-325-0778.
- To replace a lost or damaged Medicare health plan membership card, contact your plan.

I have lost or damaged durable medical equipment (like a wheelchair or walker) or supplies (like diabetic supplies) that were paid for by Medicare. What can I do?

If your Medicare coverage already paid for durable medical equipment or supplies that were damaged or lost, in most cases, Medicare will cover the cost of repair or replacement. The supplier should bill Medicare.

New Medicare prescription drug coverage is coming. How will I get information now that my “Medicare & You 2006” handbook can’t be sent to my home, or that I am not there to get it?

Detailed information about Medicare prescription drug plans will be in the “Medicare & You 2006” handbook. This is mailed to your home every fall. If you have a temporary address and would like your copy mailed there, call 1-800-MEDICARE (1-800-633-4227) and tell a customer service representative. In addition, we are closely tracking the ZIP codes that have partial or no mail delivery service and developing plans to hold the handbooks mailed to people in those areas. We will mail them when the offices reopen.

You may also get information about Medicare prescription drug plans at www.medicare.gov on the web, or by calling 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

For more information:

- Look at www.medicare.gov on the web.
- Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.